

TOMPKINS COUNTY CIVIL SERVICE EXAMINATION

Inclusion Through Diversity



PROMOTIONAL

Tompkins County Department of Human Resources Office
125 E. Court Street
Ithaca, NY 14850
(607) 274-5526

Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply

TITLE: Senior Financial Investigator (Promotional)

EXAM NO: 78795

SALARY: \$25.43 per hour - 2019 Hire Rate

EXAM DATE: 03/16/19

ISSUE DATE: 01/16/19

THE FINAL DATE TO FILE APPLICATIONS: 01/31/19

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 03/17/19

RESIDENCY WAIVED

THE USE OF A QUIET HAND-HELD CALCULATOR IS ALLOWED FOR THIS EXAMINATION.

LOCATION OF POSITION:

There is currently one vacancy in the title of Senior Financial Investigator located at Tompkins County Department of Social Services. The eligible list resulting from this departmental promotion examination may be used to fill any full-time, part-time or temporary vacancies that may occur during the life of the eligible list.

QUALIFYING EXPERIENCE FOR TAKING THE PROMOTIONAL EXAMINATION:

This departmental promotion examination is limited to employees of the Tompkins County Department of Social Services who currently hold, and have continuously held, at least two years of full-time or equivalent part-time permanent and/or contingent permanent competitive class status in the title of Financial Investigator.

DISTINGUISHING FEATURES OF THE CLASS:

This is important public contact work involving responsibility for assisting in the supervision and performance of investigations regarding the financial status of individuals to provide for the support of others. Work also includes contacting respondents who become delinquent in making support payments and enforcing support orders. The work is performed under general supervision of the Coordinator of Support Unit with some leeway permitted for the use of independent judgment in the planning of the work. Supervision may be exercised over the work of Financial Investigators and clerical staff in the absence of the coordinator. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Contacts individuals, employers, banks, lending organizations and business firms to verify earnings and determine financial ability of those involved in support cases;
- Reviews records of delinquent accounts to determine necessary action;
- Answers correspondence and inquiries concerning support/matters from other government jurisdictions, beneficiaries and respondents;
- Explains court orders and their effects to beneficiaries, respondents, attorneys, and other interested parties;
- Aids beneficiaries to prepare and file petitions to the Family Court;
- Prepares reports of activities for review by superior;
- Appears in Family Court as a representative of the Department or as a witness in support hearings;
- Prepares forms and correspondence needed to process income deduction orders;
- Ensures that records on support cases under investigators' jurisdiction are maintained and are up to date;
- Under supervision of CSE Coordinator, implements changes in support policy and procedure as requested;
- Routinely responds to policy/procedure and case handling from staff;
- Oversees support unit in the absence of the coordinator;
- Assists in the provision of necessary training.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the methods used in determining the financial condition of individuals;
- Good knowledge of the sources of financial records such as mortgages, deeds, bank accounts and insurance records;
- Working knowledge of accounting principles;
- Ability to deal effectively with the public;
- Ability to supervise the work of others;
- Ability to interview people;
- Good judgment, tact, courtesy, initiative and resourcefulness are all required;
- The employee's physical condition shall be commensurate with the demands of the position.

Originally created 11/90

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Complete Scope of the examination and Expanded subtest descriptions:

1. Advising and interacting with others

These questions test for the ability to interact with other people in order to gather and present information and to provide assistance and advice in a courteous and professional manner.

2. Arithmetic reasoning

These questions test your ability to solve an arithmetic problem presented in sentence or short paragraph form. You must read the problem, understand the situation presented, decide what must be done to solve it, and apply the appropriate arithmetic operation(s) in the appropriate order, in order to determine the correct answer. Knowledge of addition, subtraction, multiplication, and division will be necessary. Questions may also involve the use of percents, decimals, and fractions. You should bring with you a hand-held battery ... or solarpowered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone.

3. Interviewing

These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.

4. Preparing written material

These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "How to take a written test" helpful in preparing for this test. This publication is available on

line at: <https://www.cs.ny.gov/testing/testguides.cfm>

FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices are prohibited. You may not bring books or other reference materials.

CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE: When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application.

ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

BACKGROUND INVESTIGATION: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850